

<u>Job Description and Person Specification for:</u> Admissions & Enrolments Administrator	
<u>Department:</u> Admissions	<u>Reports to:</u> Admissions Manager (London)/Deputy Head of Admissions (Bournemouth)
<u>Salary (Band/Annual/Pro rata):</u> Grade B	<u>Responsible for:</u> Administering the admissions and enrolment process, providing efficient, accurate and customer-focused support, ensuring applicants are guided smoothly from initial application to successful enrolment.
<u>Job Purpose/Summary:</u> The Admissions & Enrolment Administrator plays a vital role within the Admissions team, helping to deliver a professional, efficient, and applicant-focused service throughout the admissions and enrolment cycle. Working closely with academic schools and wider colleagues you will support applicants from initial enquiry through to enrolment, ensuring every interaction is positive, timely, and aligned with university policy and regulatory requirements. This is a varied and rewarding role that involves processing applications, managing essential admissions checks, responding to applicant enquiries, organising interviews, maintaining accurate records, and supporting key admissions and enrolment events. You will be part of a supportive team that works collaboratively to deliver an excellent experience for all applicants to ultimately support conversion and student recruitment.	
<u>Main Responsibilities/Key Tasks:</u> • Process applications efficiently and accurately, ensuring decisions and communications follow agreed policies and timelines. • Provide friendly, professional advice to applicants, responding promptly to enquiries by email, telephone, or in person. • Liaise with Academic Schools and professional services teams to obtain decisions, clarification, or additional information as needed. • Support applicants throughout the admissions journey, ensuring they feel informed, reassured, and well guided at every stage. • Carry out essential admissions checks, including qualification verification, documentation checks, DBS requirements, and occupational health clearances under the guidance of the Admissions Manager and Deputy Head of Admissions • Maintain accurate and up-to-date applicant records using the university's admissions systems. • Provide application status updates to colleagues when requested. • Prepare and issue offer letters, document requests, and other applicant communications as required. • Contribute to the improvement of systems and processes by identifying issues and sharing practical suggestions. • Support enrolment and induction of new students as directed. • Support open days and other recruitment/applicant events, providing admissions guidance to attendees as well as general support. • Deputise for other members of the team as needed. • Please note flexibility is required during peak admissions and enrolment periods, during which annual leave restrictions may apply. Some occasional evening or weekend work may also be required.	

<u>Additional Duties</u>		
- To demonstrate support for the University's commitment to equal opportunities and its Equality, Diversity, Inclusion and Belonging Policy. - To demonstrate support for the University's Health and Safety Policy ensuring that it is adhered to in the post holder's areas of responsibility. - To undertake other activities identified from time to time commensurate with the level of the post. - To work in line with our values		
<u>Requirement:</u>	<u>Essential:</u>	<u>Desirable:</u>
Education, Training and Qualifications	A Levels or equivalent	Undergraduate degree
Skills and Knowledge	- Excellent communication and interpersonal skills - Excellent customer service skills - Excellent IT skills, including Microsoft Office suite with ability to quickly learn new systems. - Effective time management skills - High level organisation skills - Demonstrable understanding of the principles of good data management and GDPR.	Knowledge of higher education
Experience	- Proven experience in a high-level administrative role - Proven experience of following and implementing regulations, policy, and procedures. - Proven experience of UCAS and other student records or admissions management systems. - Ability to maintain accurate applicant data, process admissions information efficiently and ensure compliance with relevant GDPR.	- Admissions experience in a higher education setting. - Experience of process improvement
Personal Attributes	- High degree of commitment and professionalism - Proactive - Resilient - Excellent attention to detail - Personable and professional	
Abilities	- Proven ability to work independently as well as in a team. - Proven ability to work well under pressure.	

	▪ Proven ability to maintain confidentiality and use discretion at all times. ▪ Proven ability to effectively prioritise tasks	
Other Requirements	▪ Flexible approach	

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**NB:** *The purpose of the job description is to indicate the general level of responsibility of the position. The duties may vary from time to time without changing their general character or level of responsibility.*